

METER READER II

PURPOSE AND NATURE OF WORK

Positions in this classification perform the most difficult or skipped readings of water and electric meters, connecting or disconnecting electric and water meters. Depending on area of assignment, position may also require calling on customers who are delinquent in paying their utility bills and either collect payment or disconnect services. Work is performed under the general supervision of a Senior Meter Reader or an Accounting Specialist, and incumbents have no supervisory responsibility.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Receives reports of "skips" or meters not read by a Meter Reader I due to inaccessibility, malfunction or the like, goes to scene and obtains readings. Physically removes or installs electric meters, places or removes insulating sleeves from meter contacts to initiate or terminate service, depending on type of meter. Removes damaged meter from energized or de-energized base, and replace. Performs disconnect upon requests from customer services in cases of unpaid deposits. Transports meters to and from shop.

May read an ordinary route, walks the route, reads water and electric meters, enters readings into a "porta-processor" or on paper. Reads demand meters and handles routine customer relations problems. Observes conditions of locks, seals and verifies matching multipliers on meters with records, reports and records discrepancies. Checks and evaluates proper functioning of meters. Reports defects.

Receives lists of delinquent accounts. Determines route to be followed for making calls on customers and attempts to make collections or serves courtesy notices. Disconnects services to customers who are unable or refuse to pay their bills; reads water and electric meters. Restores services after satisfactory settlement of bills.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of the lay out of the City, locations of meters and individual routes.

Thorough knowledge of the policies and procedures established for collection of delinquent utility bills.

Knowledge of methods of installing and disconnecting different types of electric meters.

Knowledge of problems and solutions in obtaining meter reading.

Some knowledge of basic electricity.

Ability to read, connect and disconnect water and different types of electric meters with a high degree of accuracy and speed.

Ability to understand and carry out oral and written instructions.

Ability to walk for long periods of time and to work outdoors in all weather conditions.

Ability to form and maintain effective working relationships with superiors, other employees and deal with customers in a courteous, tactful and effective manner.

Ability to use porta-processor and computer equipment, as well as radio communications equipment.

DESIRABLE TRAINING AND EXPERIENCE

Completion of eighth grade and working experience as a meter reader and in the collection of delinquent accounts, or an equivalent combination of education and experience.

NECESSARY SPECIAL REQUIREMENT

Possession of a valid Louisiana Driver's license.